

## **Transcript: Chris Sofield**

**(deactivated)-4979811124461568-5082908458958848**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 254-2065 877. Hi, good afternoon. This message is for Kion Young. This is Chris with Benefits and a Card calling on behalf of Hospitality Staffing Solutions, calling regarding a health insurance enrollment form that you filled out. Uh, you selected that you wanted coverage for yourself and your family, but we are missing required information to add your family members onto your policy. While we have their fr- uh, their names, we do not have their Social Security numbers or their dates of birth, and we need that information as well. Please give us a call back with this missing information. We can be reached at 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Additionally, you've also selected medical plans which conflict with each other. You selected both the VIP Standard and the Stay Healthy Enhanced Plans, and you're not allowed to have both of those at the same time. You have to have one or the other. Um, when you give us a call, not only do we need to verify the missing dependent information, we also need to verify which medical policy you want. Um, please get in contact with us as soon as- get in contact with us as soon as possible. Until we hear back from you, all coverages will be set to employee only, and you'll be enrolled into the lower level medical plan. If you wish to make any changes or add dependents on, you have 30 days from the date of your first check to do so. Thank you and have a wonderful day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 254-2065 877.

Speaker speaker\_1: Hi, good afternoon. This message is for Kion Young. This is Chris with Benefits and a Card calling on behalf of Hospitality Staffing Solutions, calling regarding a health insurance enrollment form that you filled out. Uh, you selected that you wanted coverage for yourself and your family, but we are missing required information to add your family members onto your policy. While we have their fr- uh, their names, we do not have their Social Security numbers or their dates of birth, and we need that information as well. Please give us a call back with this missing information. We can be reached at 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Additionally, you've also selected medical plans which conflict with each other. You selected both the VIP Standard and the Stay Healthy Enhanced Plans, and you're not allowed to have both of those at the same time. You have to have one or the other. Um, when you give us a call, not only do we need to verify the missing dependent information, we also need to verify which medical policy you want. Um,

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